

The Role of Leaders' Emotional Labor Strategies towards Leadership Effectiveness: Moderating Role of Psychological Capital

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Abstract: The longitudinal study seeks to examine the relationship between leaders' emotional labor, leaders' job satisfaction and leaders' emotional exhaustion while moderating role of psychological capital. Emotional labor comprises of three specific forms namely surface acting, deep acting and display of genuine emotions. Descriptive study used sample of 420 respondents in hospital sector. The research is quantitative in nature and collected responses twice in a year through questionnaire. Results bespeak significance correlation among under study variables that has been analyzed at time 1 and time 2. But association became stronger at time 2 which reflects positive change in behavior of respondents. Practical implication and opportunities for future research were considered. In addition, findings demonstrated leaders' deep acting as well as displaying natural emotions are positively associated with job satisfaction and negatively associated with leaders' emotional exhaustion. Moreover, surface acting has positive and significant relationship with leaders' emotional exhaustion and negative relationship with leaders' job satisfaction. Meanwhile, psychological capital significantly moderates on the relationship of leaders' emotional labor strategies, leaders' job satisfaction and leaders' emotional exhaustion. Practical implication and opportunities for future research were considered.

Keywords: Emotional labor strategies, emotional exhaustion, job satisfaction, psychological capital

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